



JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
LANSING



ISMAEL AHMED
DIRECTOR

February 21, 2008

The Honorable Bill Hardiman, Chair
Senate Appropriations Subcommittee on DHS
Michigan State Senate
Lansing, Michigan 48933

The Honorable Dudley Spade, Chair
House Appropriations Subcommittee on DHS
Michigan House of Representatives
Lansing, Michigan 48933

Dear Senator Hardiman and Representative Spade:

Section 280 of 2007 Public Act No. 131 (Enrolled Senate Bill 232) requires the Department of Human Services (DHS) to report, by February 1, on the status of the department's information technology improvement initiatives, including the "Bridges" integration project. Attached is the report with that information.

The report includes amounts expended and description for the Bridges & Services Worker Support System (SWSS) projects (attachment 1). The report also includes listings of IT work requests that encompass the various projects and system enhancements completed during the previous fiscal year and 1st quarter of the current fiscal year (attachments 2 & 3). For FY 2008, the Information Technology & Services appropriation did not have any carry forwards from previous fiscal years for information technology improvements.

If you have any questions about the attached material, please contact John Sorbet, chief administrative officer, at 373-7787.

Sincerely,

for Ismael Ahmed

Attachments

- c: Senate and House Appropriations Subcommittee on DHS
- Senate and House Fiscal Agencies
- Senate and House Policy Offices
- State Budget Office

Bridges

Cost Category	\$,000s			
	FY06	FY07	FY08	Total
	Actual	Actual	1st Qtr (Estimated)	
Development & Implementation	1,782	26,078	1,655	29,515
Program Management	4,301	5,295	2,298	11,894
Hardware/Software	8,085	4,594	944	13,623
Other Project Costs	287	917	261	1,466
Obligations to-Date	14,454	36,885	5,159	56,498
Less: Capitalized/Deferred future payments	-	13,645	-	13,645
DHS expenditures	14,454	23,240	5,159	42,853

Description

Currently, DHS field workers primarily use three different computer applications to register clients (ASSIST), maintain their cases and issue benefits (CIMS), and determine client financial eligibility for programs (LOA2). Field staff must also use numerous other subsystems to perform additional functions required to support eligibility such as verification form generation, program policy research and employment activity tracking etc. Each of these systems has its own look and feel, functionality, database and hardware platform. This results in reduced productivity and increased errors. The goal of the Bridges project is to consolidate the functionality in all three primary eligibility systems and the numerous other subsystems with a common look and feel on one platform.

Benefits:

- Improved service to clients by reducing the waiting time in DHS offices, and improving the delivery time for benefits.
- Improved efficiency of first-line staff to reduce paperwork and computer time and greater focus on individuals' and families' safety, employment and quality of life.
- Improved efficiency allowing staff time to focus on work currently undone.
- Easier implementation of policy and benefit changes (dozens of programs, billions of dollars)

- Improved data integrity for state and federal reporting, potentially reducing error rates and penalties.
- Reduction in application development staff time needed for updates and enhancements to the new application.
- Significant reduction in costs associated with the support of multiple mainframe computers.

Past Year Accomplishments/Progress

- User Acceptance Testing (UAT)
 - 80+ field, central office and partner agency testers involved.
 - 4700 test scenarios identified.
 - 86% executed – 64% passed.
 - 1201 “Severity 1 and 2” defects remain.
- Working with Counties / Waves – Detailed Implementation Plans
 - Dedicated Implementation team.
 - Bridges experts identified for each county office.
 - Site support 30 days prior and 30 days post go-live.
- Finalize training
 - Web and classroom training completed.
- Pilot Go-Live Focus
 - Six (6) weeks prior to pilot.
 - Pilot county staff involved.
 - Assess current readiness of application.

Recent Status Evaluation

- Defined remaining issues in the application necessary for pilot.
- Additional testing resources will be assigned.
- Defined final metrics for pilot:
 - All test scenarios passed.
 - Exception processes in place.
 - Manual issuance in place.
 - Risk assessment of remaining “defects.”
- We are targeting a window between June and August to deploy the pilot in Barry-Eaton and Calhoun county offices

Service Worker Support System (SWSS)

Cost Category	\$, 000s	
	FY07	FY08
	Actual	1st Qtr (Actual)
Contractual Development	1,576	2
Contractual Operational	361	1
Hardware/Software Development	2	
Hardware/Software Operational	275	
Other Project Costs	56	20
DHS expenditures	2,270	23

Description:

The Service Worker Support System (SWSS) is an automated system used by service workers in DHS local offices. When completed, this system will provide statewide automated data entry, case management and reporting for DHS services such as Children's Foster Care, Adoption, Children's Protective Services, and some components of Juvenile Justice. This system will meet the federal requirements of a Statewide Automated Child Welfare Information System (SACWIS).

Benefits:

- Provides access to statewide child welfare information.
- Provides data for reporting on child welfare outcomes.

Past Year Achievements:

- Development continued on the SWSS-Child Protective Services (CPS) system and it was rolled out statewide in November 2007. The SWSS CPS components replace five different legacy systems that maintain pieces of information that workers need in the protection of vulnerable children. The system will improve worker productivity by reducing the number of systems needed to enter and maintain data, track and manage children's cases, and improve the reliability of data utilized by CPS workers. The single system reduces the redundant entry of data.

- The historical Central Registry of perpetrators of child abuse and neglect was converted into the new system. CPS staff now have access to any prior CPS or foster care activity since 1996 within SWSS. This allows for improved information and more complete assessments of families.

Current Plans:

- Improve the SWSS FAJ (Foster Care, Adoption, and Juvenile Justice) component so that it is more user friendly, and provides workers easier means to complete their work.
- Based on a federal review, correct errors in the funding modules in FAJ to comply with Title IV-E federal requirements.
- Develop method to allow Child Placing Agencies' (CPA's) access to SWSS to enter their data the same way DHS workers enter data. We are expecting to begin the rollout to the private CPAs during 2008.
- Enhance child placement selection process to find better matches between child's needs and available homes.
- Test the interfaces between SWSS and Bridges and pilot Bridges. This includes the automation of manual processes that were done on the legacy systems.
- Develop a training program for child welfare staff to complete clearances in Bridges.
- Continue developing reports from SWSS data, from the Data Warehouse. This includes a variety of reports for federal reporting, managerial oversight, and for the public.
- Work with Department of Information Technology to ensure the system works quickly enough for staff.

Federal Reviews and Certification:

- Federal cognizant agency will be visiting Michigan in spring of 2008 to perform a system progress review. Planning for the federal review is underway. This will be an on-site visit to determine our progress in developing and implementing our State Automated Child Welfare Information System (SACWIS).

Department of Human Services
Technology Work Requests Completed
10/01/2007 - 12/31/2007

Attachment 2

Work Request Id	Program	Title	Submit Date	Close Date	WR Status Code
660	BAFM-Accounting	EFT - Regular Vendor Payments(FIP,SA)	9/20/2001	11/29/2007	Withdrawn
661	BAFM-Accounting	EFT - Consolidated Vending (FIP,SA)	9/20/2001	11/29/2007	Withdrawn
1971	BAFM-Administrative Services	LASR Regional Accounting-Oscoda Region 2 Additional	7/9/2007	12/4/2007	Production
2017	BAFM-Budget	Annual Maintenance Boilerplate Tracking System FY 2008	9/17/2007	11/19/2007	Production
855	CFS-Adoption Services	Adoption Subsidy Access Database Re-Write	5/6/2002	10/24/2007	Production
1248	CFS-Adoption Services	Adoption Subsidy Re-Write/Data Warehouse	8/18/2003	10/24/2007	Production
1935	CFS-Adult Services	Expand Recipient Field in FDGS file	5/3/2007	10/3/2007	Production
2019	CFS-Adult Services	AFC Provider List for DCH - Excel Report	9/21/2007	10/2/2007	Production
2024	CFS-Juvenile Justice	DHS - JJIS EDUCATION - STANDARDIZE TESTING TOOLS - MME	10/1/2007	11/13/2007	Production
2038	CFS-Juvenile Justice	State Ward Chargeback Rate Increase	10/22/2007	10/30/2007	Production
2000	CFS-Multiple Programs	Annual -School District and Living Arrangement for youth 5-17yr on 10/31/07	9/4/2007	11/19/2007	Production
2046	CFS-Multiple Programs	Burial Rates for FY'08 - Annual	11/5/2007	11/21/2007	Production
2001	DCH-Medicaid	Adult Medical Program (AMP) - Open enrollment	9/4/2007	12/19/2007	Production
1795	Field Operations-OutState Ops	Creation of Statewide "FIP" Living Arrangement Code- ASSIST	10/10/2006	10/22/2007	Production
1934	Field Operations-OutState Ops	To Correct data elements in MSDHA file	5/1/2007	10/25/2007	Production
1941	Field Operations-OutState Ops	OLM List of Values (LOV) Tables Update	5/16/2007	12/12/2007	Production
1983	Field Operations-OutState Ops	Timing of FAST Notice	8/3/2007	10/22/2007	Production
2005	Field Operations-OutState Ops	Muskegon County list of potential TIP recipients	9/10/2007	11/14/2007	Production
2026	Field Operations-OutState Ops	AFF-CRIS Enhancements	10/3/2007	10/22/2007	Production

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615	FISA/OFAP-Child Day Care	Child Day Care Recoupment - ARS Changes	8/21/2001	11/29/2007	Withdrawn
1812	FISA/OFAP-Child Day Care	Child Day Care - New Aide/Relative Provider Mailing Labels	10/18/2006	11/16/2007	Withdrawn
1887	FISA/OFAP-Child Day Care	Child Day Care - Add PSOR, OTIS, and NSOR to Data Exchange	2/21/2007	11/9/2007	Production
2047	FISA/OFAP-Child Day Care	CDC-B Notices - Annual	11/5/2007	12/12/2007	Production
1137	FISA/OFAP-Energy	File Transfer Process (FTP) - Home Heating Credit System	3/10/2003	10/24/2007	Production
1657	FISA/OFAP-Energy	DTE & Consumers Income Tape	3/7/2006	10/24/2007	Withdrawn
1986	FISA/OFAP-Energy	LIHEAP to TANF MOE Transfer - Annual	8/3/2007	10/22/2007	Production
1988	FISA/OFAP-Energy	LOA2/Bridges SER Budget - Annual	8/7/2007	10/2/2007	Production
2050	FISA/OFAP-Energy	Annual Home Heating Credit (HHC) Denials	11/7/2007	12/3/2007	Production
137	FISA/OFAP-Financial Services	CIS MA Child Support - Disqualification	10/18/2000	11/28/2007	Withdrawn
1768	FISA/OFAP-Financial Services	Work Participation and TANF Data Reporting	8/30/2006	10/25/2007	Production
1930	FISA/OFAP-Financial Services	Automated Recoupment System - FNS and TOP	4/26/2007	12/19/2007	Production
1952	FISA/OFAP-Financial Services	FSSP Enhancements	6/6/2007	10/19/2007	Production
1984	FISA/OFAP-Financial Services	Wording Change on 1605 Client Notices	8/3/2007	10/3/2007	Production
2006	FISA/OFAP-Financial Services	Annual DQ Reports Update-2007	9/11/2007	10/30/2007	Production
2030	FISA/OFAP-Financial Services	Annual update of provider rates for SDA-SLA provider rates - MPS	10/8/2007	10/26/2007	Production
2032	FISA/OFAP-Financial Services	Annual update of provider rates for SDA-SLA provider rates - LOA2	10/10/2007	12/11/2007	Production
2056	FISA/OFAP-Financial Services	RSDI/SSI Income Limit Update - Annual	11/14/2007	12/11/2007	Production
1742	FISA/OFAP-Multiple Programs	REGIONAL ACCOUNTING MAIN EXPENDITURES	8/11/2006	11/15/2007	Production

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Work Request Id	Program	Title	Submit Date	Close Date	WR Status Code
1773	FISA/OFAP-Multiple Programs	Front End Eligibility (FEE)	9/12/2006	10/9/2007	Withdrawn
1837	FISA/OFAP-Multiple Programs	PARIS Project: Interstate, VA, Federal Employer Data Match	11/21/2006	10/25/2007	Production
2007	FISA/OFAP-Multiple Programs	CIMS Current Month Case Opening Cut-Off Dates for 2008 - Annual	9/11/2007	12/19/2007	Production
2033	FISA/OFAP-Multiple Programs	Data Request For Family To Family Analysis	10/10/2007	11/14/2007	Production
2041	FISA/OFAP-Multiple Programs	DHS Interface Process - 44A Model Payments	10/29/2007	11/5/2007	Withdrawn
2042	FISA/OFAP-Multiple Programs	DHS Interface Process - 39S IP Payroll	10/29/2007	11/5/2007	Withdrawn
575	FISA-OSTS	Local Office Internal Controls Report (CIMS2+)	7/23/2001	11/29/2007	Withdrawn
1936	FISA-OSTS	FAP Annual COLA Standards and Issuance Tables Update 2007	5/3/2007	10/19/2007	Production
2004	Inspector General	ARSIG - DHS Director Name Change	9/7/2007	10/10/2007	Production
2020	Inspector General	Front End Eligibility (FEE)	9/21/2007	12/12/2007	Production
1777	ITMS	CDC IVR & I-Billing Changes for Oracle	9/19/2006	12/3/2007	Production
1885	Legal Affairs	Post Child Support Policy to the Office of Child Support Website	2/14/2007	10/2/2007	Production
1813	Multiple Assessment Teams	Bureau of Community Action and Economic Opportunity Website	10/18/2006	10/25/2007	Production
1951	Multiple Assessment Teams	Add a Complaint category to FAQ link on public website	6/1/2007	10/25/2007	Production
2003	Office of Communications	Name Change in DHS Director to Ismael Ahmed	9/5/2007	11/9/2007	Production

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Attachment 3

Work Request ID	Program	Title	Submit Date	Close Date	WR Status Code
1045	BAFM-Accounting	Contract Payments	10/8/2002	4/9/2007	Production
1460	BAFM-Accounting	MAIN Payment File	7/9/2004	3/8/2007	Production
1510	BAFM-Accounting	Welfare Debt Collection System	11/22/2004	1/30/2007	Withdrawn
1759	BAFM-Accounting	LASR REGIONAL ACCOUNTING-OSCODA REGION 2	8/22/2006	4/17/2007	Production
1811	BAFM-Accounting	LIVINGSTON/SHIAWASSEE DUAL	10/18/2006	9/24/2007	Production
1898	BAFM-Accounting	Graduated Penalties Mass Mailing	3/7/2007	3/15/2007	Production
1915	BAFM-Accounting	LASR REGIONAL ACCOUNTING-VAN BUREN REGION 3	4/4/2007	5/18/2007	Production
1924	BAFM-Accounting	Region 2 RAU Access	4/18/2007	5/18/2007	Production
1925	BAFM-Accounting	HILLSDALE/BRANCH DUAL	4/19/2007	8/22/2007	Production
1489	BAFM-Administrative	EBT: File Transfer and Access to Card Status History via Data Warehouse	9/16/2004	6/1/2007	Production
1803	BAFM-Administrative	EBT State Unique ID conversion to support Bridges	10/16/2006	9/10/2007	Production
1804	BAFM-Administrative	EBT Demographic Changes including Protective Payees	10/16/2006	5/18/2007	Production
1805	BAFM-Administrative	EBT Benefit Aging Process Change	10/16/2006	5/18/2007	Production
1818	BAFM-Administrative	EBT - Bridges Multiple File Transfer	10/20/2006	9/10/2007	Production
1838	BAFM-Administrative	Bureau of Administrative Services Web Page	11/27/2006	9/24/2007	Production
1865	BAFM-Administrative	Office Max Conversion from Tape to FTP Data Transmission	1/17/2007	3/19/2007	Production
1868	BAFM-Administrative	ARS access for Vitalija Thompson	1/22/2007	2/12/2007	Implementation
1966	BAFM-Administrative	Discontinuance of EBT Dormancy Process	7/3/2007	9/10/2007	Production
1994	BAFM-Administrative	DHS BT-120 EBT Food Stamp Return Summary Change Request	8/16/2007	9/10/2007	Withdrawn
1755	BAFM-Budget	Boilerplate Tracking System Annual Set-Up for FY '07	8/16/2006	1/25/2007	Production
1475	BAFM-Contracts	Interagency Agreement/MOU Website	8/2/2004	1/25/2007	Production
1703	BAFM-Contracts	EBT Expungement	5/10/2006	11/28/2006	Withdrawn
1575	BAFM-Policy Analysis & Eval	Identification of DHS Data for Governor's Epidemiology Workgroup	7/8/2005	12/8/2006	Production
1786	BAFM-Policy Analysis & Eval	Remove RSDI and SSI income information from Consolidated Inquiry	10/5/2006	10/30/2006	Production
1830	BAFM-Policy Analysis & Eval	EB-030 Report	11/9/2006	12/12/2006	Production

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10/01/2006 - 09/30/2007

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Work Request ID	Program	Title	Submit Date	Close Date	WR Status Code
1846	CFS-Adoption Services	Message on December Adoption Subsidy Warrants	12/18/2006	12/21/2006	Production
1577	CFS-Adult Services	ASCAP/CIMS Changes Needed for Goal 5(a) of Strategic Plan	7/14/2005	11/3/2006	Withdrawn
1628	CFS-Adult Services	AFC & HH Provider File for DCH from MPS	1/19/2006	11/27/2006	Withdrawn
1681	CFS-Adult Services	Recognition of 1T as a valid scope of coverage code.	4/11/2006	8/21/2007	Production
1724	CFS-Adult Services	Minimum Wage Increase-ASCAP Changes Needed	6/27/2006	1/30/2007	Production
1739	CFS-Adult Services	CHAMPS - Document MPS System	8/4/2006	5/22/2007	Production
1756	CFS-Adult Services	Union Dues/Model Payments	8/16/2006	1/18/2007	Production
1798	CFS-Adult Services	Annual update of provider rates for AFC Homes and County Infirmarie	10/10/2006	10/27/2006	Production
1801	CFS-Adult Services	AFC/HA Providers Rate Increase	10/12/2006	10/19/2006	Production
1468	CFS-Community & Supportive	Families First Information System Training/Registrar	7/21/2004	1/9/2007	Withdrawn
1471	CFS-Community & Supportive	Families First Information System Reports	7/22/2004	8/20/2007	Production
1147	CFS-CPS	Interface from SWSS (CPS and FAJ) to BRIDGES	3/20/2003	10/3/2006	Withdrawn
1849	CFS-CPS	CPS Audit Report in CPS SWSS CHILD	12/28/2006	1/30/2007	Production
1909	CFS-CPS	NCANDS FILE Submission	3/23/2007	4/10/2007	Production
1911	CFS-CPS	SWSS CHILD INTAKE COUNTY EVALUATION	3/29/2007	4/26/2007	Production
1927	CFS-CPS	Families First - CPS Referrals	4/20/2007	9/10/2007	Production
1959	CFS-CPS	CPS Child Fatality Data/ CPS History for 2005	6/22/2007	9/28/2007	Production
1978	CFS-CPS	CPS Mapper FY 2004 -June 2007 Complaints from All Counties Reports	7/20/2007	8/21/2007	Production
201	CFS-Foster Care	CFC Edit for FPOS Transaction	11/1/2000	11/6/2006	Withdrawn
1540	CFS-Foster Care	Placement Record in SWSS/FAJ to be Electronically Transferred to the FCRB	3/7/2005	6/25/2007	Inactive
1546	CFS-Foster Care	Revisions to Funding Determination Module - SWSS	4/7/2005	5/4/2007	Production
1559	CFS-Foster Care	Update Edit Message in Child Information in SWSS/FAJ	5/9/2005	3/28/2007	Withdrawn
1623	CFS-Foster Care	Oakland CCC Fund System	1/18/2006	1/23/2007	Production
1802	CFS-Foster Care	WebSite for Foster Care Youth	10/16/2006	6/28/2007	Production
1814	CFS-Foster Care	Payment Listing Needed for IV-E	10/19/2006	2/13/2007	Production

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Work Request ID	Program	Title	Submit Date	Close Date	WR Status Code
1852	CFS-Foster Care	AFCARS File	1/8/2007	1/11/2007	Production
1862	CFS-Foster Care	CFC Payment History Report	1/12/2007	3/19/2007	Production
1558	CFS-Juvenile Justice	FAJ DHS 3307-A	5/9/2005	3/20/2007	Production
1855	CFS-Juvenile Justice	DHS/BJJ - JJIS EDUCATION - IEP ADDENDUM REPORT	1/10/2007	2/1/2007	Withdrawn
1856	CFS-Juvenile Justice	DHS/BJJ - JJIS EDUCATION - PSYCHIATRIC EVALUATION	1/10/2007	2/6/2007	Production
1857	CFS-Juvenile Justice	DHS/BJJ - JJIS EDUCATION - PSYCHOLOGICAL EVALUATION	1/10/2007	2/6/2007	Production
1858	CFS-Juvenile Justice	DHS/BJJ - JJIS EDUCATION - PSYCHOSOCIAL EVALUATION	1/10/2007	2/6/2007	Production
1859	CFS-Juvenile Justice	DHS/BJJ Education/Special Education Unit - Exit Summary	1/10/2007	2/23/2007	Production
1860	CFS-Juvenile Justice	DHS - JJIS EDUCATION - STANDARDIZE TESTING TOOLS	1/10/2007	3/5/2007	Production
1895	CFS-Juvenile Justice	BJJ Recidivism Study - Corrections Data Component - Annual	3/6/2007	8/24/2007	Production
1896	CFS-Juvenile Justice	BJJ Recidivism Study: SWSS-FAJ Data Component	3/6/2007	5/16/2007	Production
1945	CFS-Juvenile Justice	DHS/BJJ - JJIS EDUCATION - EDUCATION REPORT LC	5/21/2007	6/27/2007	Production
1946	CFS-Juvenile Justice	DHS/BJJ - JJIS EDUCATION - EDUCATION REPORT EIR	5/21/2007	6/27/2007	Production
1947	CFS-Juvenile Justice	DHS/BJJ - JJIS EDUCATION - STUDENT STUDY TEAM REPORT	5/21/2007	6/27/2007	Production
1975	CFS-Juvenile Justice	State Ward Chargeback Rates - BJJ	7/12/2007	7/31/2007	Production
1989	CFS-Juvenile Justice	Reversal of Chargeback Rate Increase -URGENT REQUEST	8/14/2007	9/27/2007	Production
649	CFS-Multiple Programs	Case Management System for CFC	9/5/2001	5/24/2007	Production
1675	CFS-Multiple Programs	IV-E Waiver Project for Intensive Home Services Evaluation - Tracking	4/4/2006	2/26/2007	Withdrawn
1697	CFS-Multiple Programs	Ad Hoc Reports Library Read Only Permission	4/28/2006	12/14/2006	Withdrawn
1714	CFS-Multiple Programs	ASSIST to CIMS Initial Interview Send Interface Problem	5/31/2006	10/2/2006	Production
1729	CFS-Multiple Programs	IV-E Waiver Project for Intensive Home Services Evaluation - Identifying	7/3/2006	2/26/2007	Withdrawn
1776	CFS-Multiple Programs	Expand Employment Code TE Statewide	9/12/2006	10/2/2006	Production
1783	CFS-Multiple Programs	ASSIST Correct Looping Problem in VB4B421	9/29/2006	10/9/2006	Production
1816	CFS-Multiple Programs	Race Code Definitions	10/20/2006	3/5/2007	Production
1891	CFS-Multiple Programs	Title IV-E Waiver Data Analysis	2/23/2007	6/4/2007	Production

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Attachment 3

Work Request ID	Program	Title	Submit Date	Close Date	WR Status Code
1996	CFS-Multiple Programs	SV-402 Special Report	8/20/2007	8/27/2007	Production
1518	DCH-Medicaid	AuthentiCare Report Solution	1/5/2005	10/26/2006	Withdrawn
1736	DCH-Medicaid	Adult Medical Program (AMP) - Open Enrollment	7/27/2006	11/3/2006	Production
1765	DCH-Medicaid	Citizenship Documentation Requirement	8/28/2006	2/21/2007	Production
1836	DCH-Medicaid	Front End Eligibility Program (FEE)	11/20/2006	9/27/2007	Withdrawn
1879	DCH-Medicaid	Annual Update of Excel Worksheet, DHS-1176, RAP Medical Worksheet	2/12/2007	3/6/2007	Production
1906	DCH-Medicaid	Guardian Reduction Act	3/21/2007	5/24/2007	Production
1908	DCH-Medicaid	Revise LOA2 to allow Home for Aged (HFA) expenses	3/23/2007	9/6/2007	Production
1910	DCH-Medicaid	Home Help Agency Provider Mailing List	3/27/2007	4/17/2007	Production
1932	DCH-Medicaid	Add Provider License Number to AuthentiCare Daily Provider File	4/27/2007	5/2/2007	Withdrawn
1949	DCH-Medicaid	MI Health & Welfare Data Center Medical Care Report FE-130	5/21/2007	6/8/2007	Withdrawn
1320	Field Operations-DDS	DDS: Office of Retirement Services Dashboard Information Report	10/28/2003	1/10/2007	Production
1118	Field Operations-OutState Ops	FAP Find & Fix	2/8/2003	10/12/2006	Production
1782	Field Operations-OutState Ops	CIMS Current Month Case Opening Cut-Off Dates for 2007	9/28/2006	1/10/2007	Production
1823	Field Operations-OutState Ops	Jackson County Move to Region 3	10/27/2006	11/15/2006	Production
1900	Field Operations-OutState Ops	Summer Camp 2007 - St. Joseph Co.	3/16/2007	5/8/2007	Production
1958	Field Operations-OutState Ops	Community Giving Form (DHS 4086) for Holiday Projects	6/22/2007	9/19/2007	Production
1987	Field Operations-OutState Ops	CMT Form Update (DHS 228-A)	8/7/2007	9/19/2007	Production
1938	Field Operations-Wayne Co.	Wayne County Tireman District Office Closure	5/9/2007	6/8/2007	Production
1939	Field Operations-Wayne Co.	Hamtramck Office Closure	5/9/2007	6/22/2007	Withdrawn
1973	Field Operations-Wayne Co.	CIMS/Kinship Care District Designation	7/11/2007	8/9/2007	Production
1333	FISA/OFAP-Child Day Care	Child Day Care (CDC) AR Detail Report	11/19/2003	12/22/2006	Withdrawn
1744	FISA/OFAP-Child Day Care	CDC - Relative Care Provider Text File for CACFP Participation	8/11/2006	11/3/2006	Production
1780	FISA/OFAP-Child Day Care	CDC- Provider Message for Internet Log-in and CH-151s	9/28/2006	10/12/2006	Production
1808	FISA/OFAP-Child Day Care	CDC - CIMS Edit (MPS Provider Enrollemnt) SPE157	10/16/2006	10/18/2006	Production

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Attachment 3

Work Request ID	Program	Title	Submit Date	Close Date	WR Status Code
1826	FISA/OFAP-Child Day Care	CDC - B-Notices	10/27/2006	12/1/2006	Production
1854	FISA/OFAP-Child Day Care	Child Day Care LOA2 - MWA Approved Becomes MWA/FIS Approved	1/9/2007	1/26/2007	Production
1861	FISA/OFAP-Child Day Care	Increase Home Help W2 Withholding Threshold for 2006	1/10/2007	1/16/2007	Production
1864	FISA/OFAP-Child Day Care	CDC- Provider Message for Internet Log-in and CH-151s	1/12/2007	1/16/2007	Production
1870	FISA/OFAP-Child Day Care	Child Care IVR - add no-barge feature to certification	1/22/2007	2/13/2007	Production
1963	FISA/OFAP-Child Day Care	Google Site Map - Child Day Care Centers and Homes	6/29/2007	8/10/2007	Production
1737	FISA/OFAP-Energy	LOA2 SER Budget	8/4/2006	10/2/2006	Production
1741	FISA/OFAP-Energy	ES-160 LIHEAP Demographic Summary/Revision	8/8/2006	2/23/2007	Production
1762	FISA/OFAP-Energy	LIHEAP to TANF MOE Transfer	8/23/2006	10/12/2006	Production
1766	FISA/OFAP-Energy	Year-end Closeout	8/30/2006	2/2/2007	Production
1794	FISA/OFAP-Energy	Discontinue Energy Direct Processing	10/5/2006	10/13/2006	Production
1800	FISA/OFAP-Energy	Problems with FATH transactions	10/10/2006	10/17/2006	Production
1807	FISA/OFAP-Energy	Energy/Semco Account Number Changes	10/16/2006	3/12/2007	Production
1810	FISA/OFAP-Energy	Problems With FATH Transactions	10/17/2006	10/17/2006	Withdrawn
1829	FISA/OFAP-Energy	Treasury Match File Correction	11/3/2006	2/16/2007	Production
1832	FISA/OFAP-Energy	2007 Treasury Outreach	11/13/2006	12/18/2006	Production
1848	FISA/OFAP-Energy	Home Heating Credit proper accounting codes	12/21/2006	2/16/2007	Production
1866	FISA/OFAP-Energy	Arrearage Vending	1/19/2007	3/27/2007	Production
1894	FISA/OFAP-Energy	CIMS - LIEEF Arrearage Payment Program	3/2/2007	6/21/2007	Production
1920	FISA/OFAP-Energy	Suspension of Energy Payments	4/10/2007	4/25/2007	Production
1937	FISA/OFAP-Energy	Reinstate SER Payments	5/4/2007	5/14/2007	Production
1965	FISA/OFAP-Energy	Change SER Payment Caps on Energy Crisis Assistance	7/2/2007	8/9/2007	Production
1993	FISA/OFAP-Energy	Suspension of Energy Payments- Annual Maintenance	8/15/2007	9/4/2007	Production
1139	FISA/OFAP-Financial	SDX (SSI) Alerts - FAP Payment Accuracy	3/10/2003	2/12/2007	Withdrawn
1443	FISA/OFAP-Financial	Shared Web Assessment	6/25/2004	9/12/2007	Production

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1587	FISA/OFAP-Financial	Move LOA2 Data to Warehouse and CIMS for all Programs	8/29/2005	2/5/2007	Withdrawn
1591	FISA/OFAP-Financial	Automated Referral Changes	9/2/2005	4/3/2007	Production
1592	FISA/OFAP-Financial	Add a Daily Update File from ASSIST to MIS	9/2/2005	6/20/2007	Production
1647	FISA/OFAP-Financial	JET Pilot Evaluation	2/28/2006	3/9/2007	Withdrawn
1659	FISA/OFAP-Financial	Add County Office Phone Numbers to FNS Forms	3/9/2006	11/21/2006	Production
1677	FISA/OFAP-Financial	Earned Income Disregards & Qualifying Budget	4/6/2006	2/9/2007	Withdrawn
1716	FISA/OFAP-Financial	CIMS-ANNUAL STATEWIDE PUBLIC SCHOOLS/FAP PROGRAM DATA EXCHANGE	6/7/2006	12/5/2006	Production
1746	FISA/OFAP-Financial	Work Participation Changes - JET	8/14/2006	10/24/2006	Production
1757	FISA/OFAP-Financial	FAP DQ G	8/22/2006	11/27/2006	Withdrawn
1774	FISA/OFAP-Financial	Annual DQ reports update - 2006	9/12/2006	10/18/2006	Production
1775	FISA/OFAP-Financial	Remove invalid neg action codes from CIMS	9/12/2006	1/26/2007	Production
1779	FISA/OFAP-Financial	HR-032 SSI Advocate Report Request	9/26/2006	3/5/2007	Production
1784	FISA/OFAP-Financial	FAP Program and Budget Summary for Food and Nutrition Service (FNS)	10/5/2006	11/20/2006	Production
1785	FISA/OFAP-Financial	Recipient Annual Statement	10/5/2006	2/7/2007	Production
1787	FISA/OFAP-Financial	LOA2 Group 2 Asset Correction	10/5/2006	10/19/2006	Production
1792	FISA/OFAP-Financial	Annual Update of Excel Worksheet, DHS-1176, RAP medical Worksheet	10/5/2006	12/14/2006	Production
1793	FISA/OFAP-Financial	Annual SSI update	10/5/2006	1/22/2007	Production
1796	FISA/OFAP-Financial	LOA2 FAP Shelter Screen Change	10/10/2006	11/14/2006	Production
1799	FISA/OFAP-Financial	Annual update of provider rates for SDA-SLA provider rates- LOA2	10/10/2006	12/4/2006	Production
1822	FISA/OFAP-Financial	LOA2 Budget Conversion	10/25/2006	1/23/2007	Production
1835	FISA/OFAP-Financial	Address Label File for Adult Home Help Clients	11/17/2006	11/27/2006	Production
1839	FISA/OFAP-Financial	LOA2 FAP OI/UI Shelter Screen Change	12/1/2006	12/21/2006	Production
1842	FISA/OFAP-Financial	TH and WV Employment Code Removals	12/8/2006	5/17/2007	Production
1845	FISA/OFAP-Financial	LOA2 Update (error)	12/14/2006	12/14/2006	Production
1863	FISA/OFAP-Financial	FSSP - Counter for FIP MOST Sanctions	1/12/2007	6/13/2007	Production

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1878	FISA/OFAP-Financial	Citizenship Verification Required for FIP	2/8/2007	4/27/2007	Withdrawn
1881	FISA/OFAP-Financial	Automated Referral Changes II	2/12/2007	5/7/2007	Production
1882	FISA/OFAP-Financial	EFIP Notification to DLEG/MIS	2/13/2007	6/20/2007	Production
1913	FISA/OFAP-Financial	Executive Order 2007-03 - Indigent Burial Rates	4/2/2007	4/17/2007	Production
1923	FISA/OFAP-Financial	Children's Clothing Allowance	4/17/2007	9/11/2007	Production
1928	FISA/OFAP-Financial	NP-142 Report for 1Q 2007 Inaccurate	4/20/2007	7/30/2007	Production
1931	FISA/OFAP-Financial	CIMS-ANNUAL STATEWIDE PUBLIC SCHOOLS/FAP PROGRAM DATA EXCHANGE	4/26/2007	7/2/2007	Production
1933	FISA/OFAP-Financial	IRS Letters incorrectly calculating amounts (ROOT-CAUSE ANALYSIS ONLY)	4/27/2007	7/6/2007	Production
1981	FISA/OFAP-Financial	SSA BENDATA Request File	7/30/2007	9/11/2007	Production
1990	FISA/OFAP-Financial	WP Activities and Barriers JET Legislator Report	8/14/2007	9/12/2007	Production
1995	FISA/OFAP-Financial	Green Book Updates	8/17/2007	9/21/2007	Withdrawn
1241	FISA/OFAP-Multiple	MARS Redesign	8/12/2003	11/14/2006	Production
1710	FISA/OFAP-Multiple	FAP ANNUAL COLA STANDARDS AND ISSUANCE TABLES UPDATE	5/12/2006	10/4/2006	Production
1722	FISA/OFAP-Multiple	BENDEX Modification Project 2006-2007	6/23/2006	4/9/2007	Production
1743	FISA/OFAP-Multiple	HHC Energy Provider/Home Heating Credit Data Match	8/11/2006	2/5/2007	Production
1749	FISA/OFAP-Multiple	Transition LOA2 Changes	8/14/2006	9/5/2007	Production
1751	FISA/OFAP-Multiple	Transition CMT Changes	8/14/2006	1/4/2007	Production
1753	FISA/OFAP-Multiple	Transition CR (Case Read) Changes	8/14/2006	1/4/2007	Production
1767	FISA/OFAP-Multiple	Home Heating Credit (HHC) Denials	8/30/2006	12/12/2006	Production
1772	FISA/OFAP-Multiple	Annual RSDI/SSI Update - 2006	9/11/2006	3/15/2007	Production
1789	FISA/OFAP-Multiple	Additional data elements for MSHDA Data Exchange	10/5/2006	12/14/2006	Production
1815	FISA/OFAP-Multiple	Interfacing Financially Responsible clients	10/20/2006	1/8/2007	Production
1820	FISA/OFAP-Multiple	Transitional FIP (TFIP)	10/23/2006	3/5/2007	Production
1850	FISA/OFAP-Multiple	Minimum Wage Increase-ASCAP Changes Needed	1/5/2007	8/17/2007	Production
1874	FISA/OFAP-Multiple	Gray Out and Remove Edits for the ILS Risk Assessment from ASCAP	1/24/2007	6/29/2007	Production

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1880	FISA/OFAP-Multiple	Annual FPL Update- FINAL FIGURES	2/12/2007	3/6/2007	Production
1884	FISA/OFAP-Multiple	Truncating SSNs on Security Reports	2/14/2007	2/27/2007	Withdrawn
1961	FISA/OFAP-Multiple	FSSP Target Speed	6/26/2007	7/20/2007	Withdrawn
1992	FISA/OFAP-Multiple	Case Management Tools Add Form DHS 0912	8/14/2007	8/29/2007	Withdrawn
2009	FISA/OFAP-Multiple	Consolidated Inquiry for Bridges R1 (Bridges CR 19620)-Bridges	9/13/2007	9/21/2007	Withdrawn
1827	FISA-OCS	School District and Living Arrangement for youth 5-17yr on 10/31/06	11/3/2006	12/13/2006	Production
1886	FISA-OCS	Consolidate Inquiry Bridges Changes	2/16/2007	9/18/2007	Withdrawn
861	FISA-OSTS	Daily Extract of ASSIST Residential Address to DataWarehouse - for more resident	5/10/2002	11/27/2006	Production
1507	FISA-OSTS	EBT Card Issuance Process	11/8/2004	11/9/2006	Withdrawn
1463	Human Resources	Worker Compensation/Legal File Data Base	7/12/2004	7/23/2007	Production
1496	Human Resources	Leave of Absence Database	10/5/2004	4/6/2007	Production
1351	Inspector General	Front End Eligibility Project	1/12/2004	12/19/2006	Production
1439	Inspector General	Fraud Hotline Enhancements	6/17/2004	6/22/2007	Production
1907	Inspector General	Front End Eligibility Program FEE	3/22/2007	7/27/2007	Production
778	ITMS	Business Objects Report Standards	1/28/2002	6/21/2007	Production
1042	ITMS	Data Dictionary/Metadata Collection	10/7/2002	8/8/2007	Production
1355	ITMS	Develop Unified Processes, Practices and Terms	1/27/2004	8/17/2007	Production
1626	ITMS	Delphax Printer Replacement at Consolidated Print Center (CPC)	1/19/2006	10/20/2006	Production
1661	ITMS	OLM Oracle Password Changes	3/14/2006	11/8/2006	Production
1733	ITMS	OLM Screens - Remove PostalScripts Server	7/20/2006	4/24/2007	Production
1665	Multiple Assessment	Suppression of Report Printing - Pat Willett's Team	3/16/2006	10/31/2006	Production
1693	Multiple Assessment	Bridges Interface for SWSS CPS	4/27/2006	11/17/2006	Withdrawn
1696	Multiple Assessment	CIMS FBAD Transaction Needs to Also Log the Correct ID to ASSIST	4/28/2006	1/8/2007	Production
1797	Multiple Assessment	Remove Area Code Edit from STSM Provider Maintenance Screen	10/10/2006	10/27/2006	Production
1806	Multiple Assessment	TANF Federal Reporting	10/16/2006	1/25/2007	Production

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1817	Multiple Assessment	Replace Terradata Server	10/20/2006	1/25/2007	Production
1824	Multiple Assessment	LOA2 and New Hire Mail Outputs	10/27/2006	11/8/2006	Production
1841	Multiple Assessment	Client Notice of New Caseworker	12/5/2006	12/20/2006	Withdrawn
1583	OCAL	Monthly Michigan Criminal History Check for OCAL Database	8/26/2005	5/4/2007	Production
1847	OCAL	Bits modifications for Adult Foster Care Notice of Findings Mandate	12/20/2006	2/1/2007	Production
1853	OCAL	CDC Report CT-170	1/9/2007	1/16/2007	Production
1914	Office of Communications	Enhancements to the Correspondence Tracking System	4/4/2007	7/16/2007	Production
1919	Office of Communications	Complaint Resolution Web Enhancements	4/9/2007	8/10/2007	Production
1625	Performance Excellence	Employee Engagement Initiative Survey	1/19/2006	12/8/2006	Production
1926	Performance Excellence	Heart Of The Solution	4/20/2007	7/16/2007	Production